



RECEIVED

2012 JUN 26 P 12:40

AZ CORP COMMISSION  
DOCKET CONTROL

Transcript Exhibit(s)

Docket #(s): W-02015A-11-0416

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Arizona Corporation Commission

DOCKETED

JUN 26 2012

DOCKETED BY	<i>LM</i>
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Exhibit #: C-1-C-5, R-1, R-2

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IDEAS WORTH SAVING.

Loon  
Hunt Fees

\$250<sup>00</sup> Daily fee

\$1500<sup>00</sup> Kill fee

(002)

689-0358

Hunter Dewitt

5/5/2011 Thru water

222330.0

Residence  
Inn®  
Marriott.

For reservations or information  
visit [residenceinn.com](http://residenceinn.com) or call 800.331.3131.



Exhibit

EXHIBIT

C-1

ADMITTED

COMMISSIONERS  
GARY PIERCE - Chairman  
BOB STUMP  
SANDRA D. KENNEDY  
PAUL NEWMAN  
BRENDA BURNS



ERNEST G. JOHNSON  
Executive Director

ARIZONA CORPORATION COMMISSION

October 27, 2011

*Copy of  
letter for  
your file.*

Mr. Michael Davoren  
Beaver Valley Water Company  
P.O. Box 421  
Payson, AZ 85547

Dear Mr. Davoren,

This letter is in confirmation of the conversation you and Elijah Abinah had on October 19, 2011, regarding Mr. Albert Smith's account, no. 1940, at 437 N. Sleepy Hollow Drive, Payson, AZ. At your request, it was determined that Mr. Smith will be responsible for his September and October 2011 bills in addition to all future bills. A September and October bill with actual meter reads, usage and charges will be provided to Mr. Smith by the Company in accordance with A.A.C. R14-2-409 Billing and Collection. Please refrain from adding comments to or redacting any portion his bills. These and all future bills should be issued in the same manner and will follow R14-2-408 Meter Reading and R14-2-409 Billing and Collection rules and regulations.

Pursuant to the rules, you must issue a monthly bill to your end users and the end users are required to pay their bills. You made it clear in the October 19<sup>th</sup> conversation that Mr. Smith's balance prior to his September bill will be set at zero and the Company will continue with regular billing of his services.

During a later conversation you advised the Company will not bill Mr. Smith for his water service. As a public service corporation under the jurisdiction of the Arizona Corporation Commission, one of the Company's obligations is to adhere to Commission's rules, regulations, Statutes and Commission Orders. Should you fail to follow the Commission rules, regulations, Statutes and Commission Orders regarding provisioning of water services to Beaver Valley Water customers, including, reading the meter, billing the customer and accepting customer payments, an Order to Show Cause may be filed due to these violations.

If you have any further questions, please do not hesitate to call me at 602-542-0291.



Sincerely,

*Connie Walczak*  
Connie Walczak  
Manager Consumer Services  
Utilities Division

Cc: Albert Smith

*1st letter  
to ACC's  
Decision on  
over charge.*

COMMISSIONERS  
GARY PIERCE - Chairman  
BOB STUMP  
SANDRA D. KENNEDY  
PAUL NEWMAN  
BRENDA BURNS



ERNEST G. JOHNSON  
Executive Director

ARIZONA CORPORATION COMMISSION

September 8, 2011

Mr. Michael Davoren  
Beaver Valley Water Company  
P.O. Box 421  
Payson, AZ 85547

Dear Mr. Davoren:

Regarding complaint number 96217 filed against Beaver Valley Water Company by Mr. Albert Smith, the Arizona Corporation Commission has completed its investigation into the matter and reached the following conclusion.

In May 2011, Mr. Smith requested to have service connected to his property at 437 N Sleepy Hollow Drive, formerly Unit 2, Lot 64. The last service to this location had been terminated in 2004. When a new service is connected, the Company should accept an application, install a meter, or turn on a meter and obtain an opening meter read that will be the beginning read for the new service.

~~This was not done in this case.~~ Staff and Mr. Smith were advised that a previous meter read from Company archives (2004) was used as the beginning read. Even if service had been disconnected as recently as the previous month, a beginning meter read would need to be obtained for a new service, which this was. Mr. Smith was correctly charged a connection fee for this new service. Without a beginning read, Mr. Smith should be billed the monthly service charge of \$16.00, plus a connection fee and a deposit if required by the Company's tariffs or ACC rules. When the Company obtained the first read, the Company could begin billing water usage per their tariff.

Resolution: Without an opening meter read, no usage shall be billed. Once the meter is read, usage billing should begin based on a beginning and ending meter-read for that billing period. It appears that the first monthly billing needs to be corrected to reflect zero usage. All following months were billed correctly (less the water costs for the first month).

If you have questions regarding the conclusions in this letter, please feel free to contact me.

Sincerely,

Sheila Stoeller  
Consumer Services  
Utilities Division  
Arizona Corporation Commission



cc: Albert Smith

1ST Bill  
for may 2011

PHOENIX, AZ 850  
**BEAVER VALLEY WATER CO.**  
P.O. BOX 421  
PAYSON, AZ 85542

Billing Date	Due Date	Account Number
6/7/2011	6/22/2011	1940

Service Acd: 2-64		
From:	8/2/2004	185630
To:	6/7/2011	222650
Consumption:		37020

Previous Balance	\$0.00
Late Payment Fee	\$0.00
residential	\$237.62
ACTIVATION	\$35.00

Total Taxes	\$18.21
<b>Total Amount Due</b>	<b>\$290.83</b>

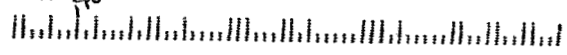


Please Return This Portion With Payment

Billing Date	Account Number	Amount Due
6/7/2011	1940	\$290.83

**SMITH, ALBERT**  
**2613 N. McALLISTER AVE.**  
**TEMPE, AZ. 85218**

PA  
6/21/11  
CK ~~1634~~ 1634  
\$225.83  
no dispute



EXHIBIT



EBORAH J. WARD  
ALBERT L. SMITH

91-527-2015  
1221  
0484559380

1634

Date 6-27-11

Pay to the Order of Beaver Valley Water Co \$ 65.<sup>00</sup>/<sub>100</sub>  
Sixty Five and <sup>00</sup>/<sub>100</sub> Dollars

WELLS FARGO  
Wells Fargo Bank Arizona, N.A.  
115 E. Hwy 260  
Payson, AZ 85541  
www.wellsfargo.com

Memo ~~Acc~~ 1945 2-64

*Albert L. Smith*

1634

over m.v.

Enclosed is the payment for the amount of water I used for this billing cycle (\$30.00), plus the reconnect fee of \$35.00. Any balance has been disputed through the Ariz Corp Commission and you will be receiving notification from them.

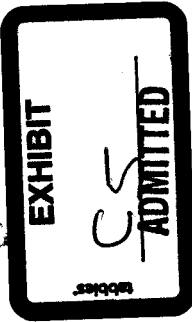
Albert LeRoy Smith  
unit 2 lot 64  
437 N. Sleepy Hollow Dr.  
Beaver Valley

THIS IS UNACCEPTABLE  
YOU ARE \$172.00 SHORT  
WE CAN DEAL WITH IT THROUGH  
ACE - THERE WILL BE A DEPOSIT REQUIRED  
ON NEXT BILLING

Payment for  
1<sup>ST</sup> Bill

To Whom IT MAY Concern.

I WAS ASKED A WHILE BACK TO PROVIDE THE COMMISSION AS TO HOW MUCH WATER WAS USED ON A JOB AT 437 SLEEPY HOLLOW IN BEAVER VALLEY BETWEEN MAY 5 THRU JUNE 7. In PREVIOUS STATEMENT THERE WAS A TYPED PORTION THAT HAS BEEN BROUGHT TO MY ATTENTION THAT NEEDS SOME CLARITY AND MAY HAVE BEEN MISINTERPRETED. SO I WILL NOW IN MY OWN WRITING GO THROUGH EACH STEP OF CONSTRUCTION FOR THIS TIME PERIOD SHOWING WHEN WATER WAS USED AND WHAT FOR. I HAVE INCLUDED COUNTY INSP SLIPS TO VERIFY TIME OF EACH PHASE. ON 4/26/11 THE SITE WAS CLEARED AND FOOTINGS DUG. THE NEXT DAY REBAR & VFER WERE INSTALLED AND ON 4/28/11 (SHEET 1 OF COUNTY INSPECTION REPORT) FOOTINGS WERE PASSED AND POURED. NO WATER WAS REQUIRED AS SHOVELS AND WHEELBARROWS WERE CLEANED WITH WATER FROM CONCRETE TRUCK. AT THIS POINT WATER WAS NOT TURNED ON. THE STEM AND REAR RETAINING WALL WAS LAYED UP WITH WATER HAULED FROM MY HOUSE IN 55 GAL DRUMS. THIS IS COMMON OUTSIDE OF PAFON CITY LIMITS WHEN WATER IS NOT AVAILABLE ON SITE. THE STEM WAS INSPECTED ON 5/3/11 (SHEET 2 OF COUNTY INSP. SLIPS) AT THIS POINT UNDERGROUND PLUMBING & ELECTRICAL WAS INSTALLED AND 4" GRANITE GRADED AND COMPLETED. AND A PRE-POUR INSPECTION AND TERMITE TREST WAS DONE 5/4/11 SHEET 3 OF COUNTY SLIPS. THE FLOOR WAS POURED AND BLOCK ORDERED FOR MONDAY THE 9TH. THIS WAS TO ALLOW CONCRETE FLOOR TO SET OVER WEEKEND





WATER WAS NOW TURNED ON AND WE LAYED  
UP FIRST 4'8" OF WALL USING WATER FROM METER.  
ON THE 16<sup>TH</sup> OF JUNE<sup>7/11/11</sup> WE HAD FIRST LIFT INSPECT  
ION (SHEET 4 OF COUNTY SLIPS): THE FIRST LIFT  
WAS GROUTED AND SCAFFOLDING SET UP. THEN WE  
STARTED LAY UP NEXT LIFT TO TOP OUT WALLS. ON  
JUNE THE 16<sup>TH</sup> THE SECOND LIFT WAS INSPECTED  
AND PASSED. (SHEET 5 OF COUNTY SLIPS) THE WALLS  
WERE GROUTED SCAFFOLDING TAKEN DOWN. GREEN PLATE  
WAS PUT ON WALL TO PREPARE FOR TRUSSES. TRUSSES  
WERE PUT UP BY HAND AS WE COULDN'T USE CRANE  
BECAUSE OF POWER & POWER LINES. THIS TAKING LONGER  
TO DO. SHEETING OF ROOF WAS DONE AND ON (SHEET 6)  
(5/26/11)  
INSPECTION WAS DONE. NO WATER WAS REQUIRED  
DURING THIS PART OF FRAMING. FROM 5/27/11 TO  
6/7/11 INTERIOR FRAMING AND ROOF SHINGLING WAS  
DONE AND ~~NO~~ WATER WAS USED OTHER THAN WASHING  
HANDS ETC.

TO THIS ADD THE SECOND PART (HAND WRITTEN PORTION)  
OF FIRST PAPER SENT TO COMMISSION SHOWING AMOUNT  
OF WATER AND FOR WHAT USE DURING CONCRETE  
AND BLOCK WORK. (DISREGARD TYPED SECTION AS THIS)  
(EXPLAINS BETTER & FULLY)

I HOPE THIS CLARIFIES USE  
OF WATER DURING THIS PERIOD THAT  
THE CONCRETE & BLOCK CREWS USED.

Laurel Green

# INSPECTION REPORT

Gila County, Arizona

Community Development Department

745 N Rose Mofford Way, Globe, Arizona (928) 425-3231 Ext. 4224

608 E. Hwy 260, Payson, Arizona (928) 474-9276

Applicant: SMITH, ALBERT LEROY

Location: 437 N SLEEPY HOLLOW DR  
BEAVER VALLEY

Parcel #: 30217114

Permit #: P1104-015

Type of Inspection: FOOTING

Appt. Time: 04/28/11 THURSDAY PM DB

Based on the requirements of the Uniform Building, Plumbing, and Mechanical Codes, and the National Electrical Code, along with Gila County Zoning Ordinance, the inspector noted below has conducted an inspection of your project and has noted the following:

Initials:

SS This inspection has passed, you are free to proceed.  
This inspection has passed, with comment. Please review the inspector's remarks  
This inspection has failed. Please see the inspector's remarks, make any required changes, and then call for reinspection.

Remarks:

SETPARKS - OK 10' +/- from Septic

FON - OK

1 Well pad

1 Extension pad

2 Extension pads at front not dug

UPON IN

When all the required corrections have been made, please call for a reinspection. Do not cover any work until it has been approved. If you need clarification as to what is being required, please contact the appropriate office for assistance.

Date/Time:

4/28/11 14:35

Inspector:

John Buzan

Data Input:

Sheet

# INSPECTION REPORT 2

Gila County, Arizona

Community Development Department

745 N Rose Mofford Way, Globe, Arizona (928) 425-3231 Ext. 4224

608 E. Hwy 260, Payson, Arizona (928) 474-9276

Applicant:	<u>SMITH, ALBERT LEROY</u>	Location:	<u>437 N SLEEPY HOLLOW DR BV</u>
Parcel #	<u>30217114</u>	Permit #:	<u>P1104-015</u>
Type of Inspection:	<u>STEM, PIER FOOT, UG PLMB</u>	Appt. Time:	<u>5/3/11 TUE PM BL</u>

Based on the requirements of the Uniform Building, Plumbing, and Mechanical Codes, and the National Electrical Code, along with Gila County Zoning Ordinance, the inspector noted below has conducted an inspection of your project and has noted the following:

Initials:

This inspection has passed; you are free to proceed.

SB

This inspection has passed, with comment. Please review the inspector's remarks

This inspection has failed. Please see the inspector's remarks, make any required changes, and then call for reinspection.

Remarks:

BOND BEAM @ SLAB HEIGHT

(2) FRONT PADS

PEX - NOT UNDER TEST -

DWV - BLACK 5.5" AIR

GRAY LINE - 6" AIR

① INSTALL SWITCH VALVE ON GRAY LINE TO  
SEWER LINE FOR ADEQ RULES

② PLUMBING CONTRACTOR RESPONSIBLE FOR PEX  
INSTALLATION UNDER SLAB WITH NO PRESSURE TEST - PRESSURE  
TEST REQUIRED @ ROUGH INSPECTION

When all the required corrections have been made, please call for a reinspection. Do not cover any work until it has been approved. If you need clarification as to what is being required, please contact the appropriate office for assistance.

Date/Time:

5/3/11 16:36

Inspector:

Scott Buzan

Data Input:

# INSPECTION REPORT

Gila County, Arizona

Community Development Department

745 N Rose Mofford Wav. Globe, Arizona (928) 425-3231 Ext. 4224

608 E. Hwy 260, Payson, Arizona (928) 474-9276

Applicant: SMITH, ALBERT LEROY Location: 437 N SLEEPY HOLLOW DR B V  
 Parcel #: 30217114 Permit #: P1104-015  
 Type of Inspection: PREPOUR Appt. Time: 5/4/11 WED LATE PM BL

Based on the requirements of the Uniform Building, Plumbing, and Mechanical Codes, and the National Electrical Code, along with Gila County Zoning Ordinance, the inspector noted below has conducted an inspection of your project and has noted the following:

Initials:

SB This inspection has passed; you are free to proceed.  
 This inspection has passed, with comment. Please review the inspector's remarks  
 This inspection has failed. Please see the inspector's remarks, make any required changes, and then call for reinspection.

Remarks:

① Previous Termite Pre-Treatment Verification by next inspection

② PVC Conduit to Kitchen Island not installed

③ Recommend A Port-A-Tohn brought to site

THIS PROPERTY HAS BEEN PRE-TREATED BY  
 SEXTON PEST CONTROL CO.  
 1401 N. 29<sup>th</sup> AVE. • PHOENIX, AZ 85009-3511  
 TELEPHONE NO. 602-942-3653 BUSINESS LICENSE NO. C-2358BCE  
 LOCATION OF JOB 437 SLEEPY HOLLOW PAYSON AZ 85541  
 PATIO \_\_\_\_\_ GARAGE \_\_\_\_\_ K.W. ✓ ENTRY \_\_\_\_\_ TT \_\_\_\_\_ DRIVE \_\_\_\_\_  
 APPLICATION DATE 5/4/11 TIME START 8:30 TIME COMPLETE 9:30  
 CHEMICAL USED TALSTAR 0.06% \_\_\_\_\_ TERMIDOR 0.06% \_\_\_\_\_ OTHER UPSTAR .06  
 # OF GALS. 400 SQ. FT. TREATED 2000  
 LN. FEET TREATED 495 FLOATING SLAB ✓ MONO \_\_\_\_\_ STEM \_\_\_\_\_

APPLICATOR or REGISTERED EMPLOYEE HASON ZALE  
 NOTE: If fill is disturbed before the concrete is poured, the soil must be retreated in the same manner.

Tags available thru STRUCTURAL PEST CONTROL COMMISSION  
 9535 E. DOUBLETREE RANCH ROAD  
 SCOTTSDALE, AZ 85158 • (602) 255-3664

WARNING: Pesticides can be harmful. Keep children and pets away from Pesticide applications until dry, dissipated or averted.

For more information contact: Sexton Pest Control, C-2358BCE at (602) 942-3653.  
 POISON CONTROL NUMBER 1-800-362-0101

When all the  
 approved. If:

has been  
 e.

Date/Time:

Data Input:

Sheet 4

# INSPECTION REPORT

Gila County, Arizona

Community Development Department

745 N Rose Mofford Way, Globe, Arizona (928) 425-3231 Ext. 4224

608 E. Hwy 260, Payson, Arizona (928) 474-9276

Applicant: SMITH, ALBERT LEROY

Location: 437 N SLEEPY HOLLOW DR  
BEAVER VALLEY

Parcel # 30217114

Permit #: P1104-015

Type of Inspection: FIRST LIFT BOND BEAM

Appt. Time: 05/10/11 TUESDAY PM DB

Based on the requirements of the Uniform Building, Plumbing, and Mechanical Codes, and the National Electrical Code, along with Gila County Zoning Ordinance, the inspector noted below has conducted an inspection of your project and has noted the following:

Initials:

M.R.

This inspection has passed; you are free to proceed.

This inspection has passed, with comment, Please review the inspector's remarks

This inspection has failed. Please see the inspector's remarks, make any required changes, and then call for reinspection.

Remarks:

1st 4' LIFT

When all the required corrections have been made, please call for a reinspection. Do not cover any work until it has been approved. If you need clarification as to what is being required, please contact the appropriate office for assistance.

Date/Time:

5/10/11

Inspector:

[Signature]

Data Input:

Sheet  
5

# INSPECTION REPORT

Gila County, Arizona

Community Development Department

745 N Rose Mofford Way, Globe, Arizona (928) 425-3231 Ext. 4224

608 E. Hwy 260, Payson, Arizona (928) 474-9276

Applicant: SMITH, ALBERT LEROY

Location: 437 N SLEEPY HOLLOW DR  
BEAVER VALLEY

Parcel # 30217114

Permit #: P1104-015

Type of Inspection: BOND BEAM TOP OUT

Appt. Time: 05/13/11 FRIDAY PM DB

Based on the requirements of the Uniform Building, Plumbing, and Mechanical Codes, and the National Electrical Code, along with Gila County Zoning Ordinance, the inspector noted below has conducted an inspection of your project and has noted the following:

Initials:

M.K.

This inspection has passed; you are free to proceed.

This inspection has passed, with comment, Please review the inspector's remarks

This inspection has failed. Please see the inspector's remarks, make any required changes, and then call for reinspection.

Remarks:

TOP OUT BLOCK WALLS  
TOP OUT 3 EXT CMU PIER'S

When all the required corrections have been made, please call for a reinspection. Do not cover any work until it has been approved. If you need clarification as to what is being required, please contact the appropriate office for assistance.

Date/Time:

5/16/11

Inspector:

MKB

Data Input:

# INSPECTION REPORT

Gila County, Arizona

Community Development Department

745 N Rose Mofford Way, Globe, Arizona (928) 425-3231 Ext. 4224

608 E. Hwy 260, Payson, Arizona (928) 474-9276

Applicant: SMITH, ALBERT LEROY

Location: 437 N SLEEPY HOLLOW DR  
BEAVER VALLEY

Parcel #: 30217114

Permit #: P1104-015

Type of Inspection: ROOF NAIL - H25's

Appt. Time: 05/26/11 THURSDAY PM DB

Based on the requirements of the Uniform Building, Plumbing, and Mechanical Codes, and the National Electrical Code, along with Gila County Zoning Ordinance, the inspector noted below has conducted an inspection of your project and has noted the following:

Initials:

This inspection has passed; you are free to proceed.

This inspection has passed, with comment. Please review the inspector's remarks.

This inspection has failed. Please see the inspector's remarks, make any required changes, and then call for reinspection.

Remarks:

REWORK ROOF - MAXIMUM STAPLE SPACING IS  
6" O.C. EDGES 12" O.C. FIELD -

STAPLES CANNOT OVERPENETRATE - RE-STAPLE WHERE  
OCCURS

STAPLES REQUIRED TO RUN PARALLEL WITH TOP CORNS

H25's - OKAY

When all the required corrections have been made, please call for a reinspection. Do not cover any work until it has been approved. If you need clarification as to what is being required, please contact the appropriate office for assistance.

Date/Time:

5/26/11

11:50

Inspector:

John Buzar

Data Input:



## MORTAR MIX / Mezcla de Mortero

QUIKRETE® Mortar Mix (No. 1102) is a blend of cement, specially graded sands and other approved ingredients. QUIKRETE® Mortar Mix exceeds the performance requirements of ASTM C-270 for a Type N Mortar.

### Mixing Instructions / Instrucciones Para El Mezclado:

QUIKRETE® Mortar Mix can be hand mixed or can be machine mixed in a paddle-type mortar mixer.

1. Add approximately 1 gallon (3.7 L) of clean mixing water into the mixing container for each 60 lb (27.2 kg) bag. Slowly pour the contents of the bag(s) into the mixing water. Mix until a firm, workable consistency is achieved.
2. If more water is needed, add small amounts at a time and continue to mix until the desired consistency is achieved. Do not exceed a total volume of 5 quarts (4.7 L) of water for each 60 lb (27.2 kg) bag.
3. The ideal mortar consistency has been achieved when a 1/2" (12 mm) thickness of mortar will not fall

off your trowel when held in a near vertical position.

To accent your masonry project, add QUIKRETE® Stucco and Mortar Color (No. 1319) directly to the mixing water, following the directions on the bottle. Stucco and Mortar Color is available in 20 standard colors.

La mezcla de mortero QUIKRETE® Mortar Mix se puede mezclar a mano o a máquina.

1. Agregar aproximadamente 3.7 l (1 galones) de agua limpia de mezclado en el recipiente de la mezcladora, por cada bolsa de 27.2 kg (60 lb). Verter lentamente el contenido de la(s) bolsa(s) en el agua de mezclado. Mezclarlo hasta obtener una consistencia firme y trabajable.

2. Si se necesita más agua, agregar pequeñas cantidades a la vez y continuar mezclando hasta lograrse la consistencia deseada. No exceder un volumen total de 4.7 l (5 cuartos) de agua por cada bolsa de 27.2 kg (60 lb).

3. Se habrá logrado la consistencia ideal del mortero cuando un espesor de 12 mm (0.5 pulgadas) de mortero no se cae de la cuchara cuando ésta se sujeta en una posición casi vertical.



### Curing Instructions / Instrucciones Para El Curado:

Moist curing of masonry mortars is required if conditions are hot, dry, or windy. In such cases, a gentle mist of water applied to the surface will prevent premature drying and improve the strength of the mortar. Protect mortar from freezing during the first 48 hours. Plastic sheeting and insulation blankets should be used

if temperatures are expected to fall below 32° F (0° C).

La curación por humedecimiento de los morteros para mampostería es necesaria si las condiciones climáticas imperantes son de calor, sequedad o de mucho viento. En dichos casos, un leve rocío de agua aplicado

a la superficie evitará el secado prematuro y mejorará la resistencia del mortero.

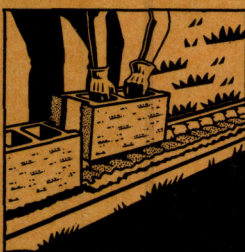
Proteger el mortero contra el congelamiento durante las primeras 48 horas. Se debe utilizar un cobertor plástico y mantas de aislamiento si se anticipa que la temperatura será inferior a los 0 °C (32 °F).

### Project Instructions:

#### Building a Masonry Wall with Concrete Block

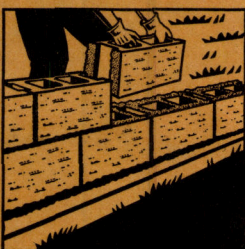
1. First construct a solid footing or foundation wall using QUIKRETE® Concrete Mix (No. 1101). The footing should be twice the width of the wall with a depth at least equal to the width of the wall.

The footing should rest on firm soil (preferably undisturbed) set below the frost line. Check with your local building department for the exact depth of the frost line. Allow the footing to cure at least 7 full days before beginning to lay the brick or block.



2. Spread a full bed of QUIKRETE® Mortar Mix approximately 1" (25 mm) thick along the footing and position the corner block carefully in the mortar bed. Beginning with the second block, apply mortar to the head joint (vertical edge) and press the block down into the mortar and slide into position against the previously laid block. Mortar joints should be a consistent 3/8" (10 mm) thick.

3. Use a level and mason's line to maintain correct alignment and joint width throughout the project. Make any adjustments by tapping the block with the trowel handle while the mortar is still soft.



4. For the remaining courses, mortar is applied to the flat horizontal surface of the blocks in the previously laid course. Mortar should also be applied to the vertical edge of each block before it is placed. The corner block of each successive course should be stepped back a half block (or a half block may be used).

5. Once the mortar joints have become "thumb print" hard, use a jointing tool to smooth and seal the joints.



6. For load bearing or below grade walls, consult your local codes for reinforcement requirements (for below grade walls, use QUIKRETE® Mason Mix with a minimum Type S specification).

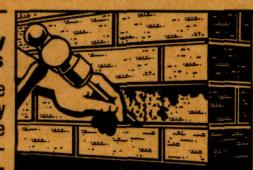
#### Tuck-Pointing (Repairing) Mortar Joints

##### Preparing the Joints

1. Cut out the mortar joints to an approximate depth of 3/4" to 1" (19-25 mm) with a chisel.
2. Rake out excess mortar and brush out the joints to remove loose mortar or sand.

#### Replacing Badly Damaged Bricks

Any bricks that are broken or badly damaged should be cut out and replaced prior to re-

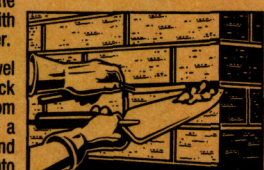


pointing. Select new bricks that match the old bricks as closely as possible.

1. Cut out the old brick.
2. Clean out the recess carefully.
3. Dampen the cavity and the replacement brick. Apply a thick layer of Mortar Mix to the bottom and sides of the cavity.
4. Apply mortar to the top of the replacement brick and press the brick into the cavity.
5. Clean excess mortar off the brick faces as soon as possible.

#### Repointing

1. Dampen the cleaned joints with a brush and water.
2. Load the trowel with mortar. Pick up the mortar from the trowel with a jointer tool and pack it firmly into the joints.
3. Once the mortar has become "thumbprint" hard, use the jointer or other appropriate tool to finish the repaired joints so that they match the existing joints.
4. Clean excess mortar off the brick faces as soon as possible.



## QUIKRETE.COM

Do-It-Yourself doesn't mean Go-It-Alone®  
IDEAS • ADVICE • INSTRUCTIONS

### Precautions / Precauciones:

#### IMPORTANT! Read before using.

This product contains portland cement. Contact with freshly mixed product can cause severe burns. Avoid direct contact with skin and eyes. If this product should contact eyes, immediately flush with water for at least 15 minutes and consult a physician. For skin exposure, wash promptly with plenty of soap and water. Remove soaked clothing promptly. If this product burns your skin, see a physician immediately.

This product may contain silica. Silica dust if inhaled may cause respiratory or other health problems. Prolonged inhalation may cause delayed lung injury, including silicosis and possibly cancer.

A N95 approved dust mask, eye protection, and rubber boots and gloves are recommended when using this product.

Material Safety Data Sheets can be viewed online at [www.quikrete.com](http://www.quikrete.com)

KEEP OUT OF REACH OF CHILDREN

¡IMPORTANTE! Leer antes de usar. Este producto contiene cemento Portland. El contacto con este producto recién mezclado puede causar quemaduras graves. Evítese el contacto directo con la piel o los ojos. Si este producto entra en contacto con los ojos, lavarlos con agua corriente y sin demora, durante al menos 15 minutos, y consultar con un médico. En caso de exposición de la piel, lavarla con agua y jabón en abundancia, sin demora.

Este producto podría contener sílice. La inhalación de polvo de sílice podría causar problemas respiratorios o otros problemas de salud. La inhalación prolongada de polvo de sílice podría causar lesiones pulmonares a largo plazo, incluyendo silicosis, y posiblemente, cáncer.

Se recomienda usar una mascarilla contra polvo N95 aprobada, protección para los ojos y botas y guantes de goma para utilizar este producto.

Puede ver en línea la hoja de datos sobre la seguridad de los materiales, en [www.quikrete.com](http://www.quikrete.com).

MANTENER FUERA DEL ALCANCE DE LOS NIÑOS

### Notice Of Limited Warranty:

The QUIKRETE® Companies, Inc. warrant this product to be of merchantable quality when used or applied in accordance with the instructions hereon. This product is not warranted as suitable for any purpose or use other than the general purpose for which it is intended. Liability under

this warranty is LIMITED to the replacement of its product (as purchased) if found to be defective, or at the shipping companies' option, to refund the purchase price. In the event of a claim under this warranty, notice must be given to The QUIKRETE® Companies, Inc. in writing at:

One Securities Centre, 3490 Piedmont Road, Suite 1300, Atlanta, GA 30305. THIS WARRANTY IS ISSUED AND ACCEPTED IN LIEU OF ALL OTHER EXPRESS WARRANTIES AND EXPRESSLY EXCLUDES LIABILITY FOR CONSEQUENTIAL DAMAGES.

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Manufactured by

QUIKRETE® International, Inc. Atlanta, GA 30305,  
The QUIKRETE® Companies, Inc.  
& Associated Licensed Manufacturers.

## No. 1102



0 39645 11026 3

# 60

## POUNDS

## 27.2 kg



OCT 15, 2011

COPY

Supervisor

My name is Harold Plues, ~~general contractor~~ on Albert Smith and Debbie Ward's home currently under construction at 437 N. Sleepy Hollow Dr. in Beaver Valley. As the general contractor, my job is to oversee all aspects of the construction on their lot.

Mr. Smith had requested that the water be turned on as of May 5, 2011 at the request Of one of my workers. Prior to the water being turned on, I had arranged to have all water used at the job site hauled in and stored in three 55 gal. drums. After the Beaver Valley Water Co. turned on the water, approximately 300 gals were used between May 5, 2011 and June 7, 2011. There was nothing in the construction phase that would have required large amounts of water to be used. During the beginning stage of the building, prior to the water being turned on, a wet spot appeared inside the footings. This had to be covered with dirt before the slab could be poured for the floor of the home. I assumed it was seepage from the old water line that had been connected to the trailer previously on the lot.

I know of no way that the volume of water Mr. Smith said he was billed for could have been used on this job in this time frame. None of my workers nor myself ever left hoses running or used large quantities of water to perform our jobs. I know Mr. Smith took a reading of the meter the day the water was turned on, but I don't know about the water company. The amount of water in question between May 5, 2011 and June 7, 2011 would have brought my construction to a halt on this lot, which is only 70 feet by 96 feet.

Harold Plues

~~General Contractor~~

*Harold Plues*

we used 40 BAGS of MORTAR for Laying  
UP Blockwork IT TAKES 5 gal PER BAG for mixing  
that took 200 gal. Cleaning mixer about 10-15 gal  
day that was about 150 And 50 gal to wet floor  
for Comp. so there was approx 400 gal used of  
which I hauled about 150 to job before  
meter was ~~in stall~~ turned on.

*Harold*

Jeff  
Plues

**Meter ID / Account Nbr:** 1940  
**Service Addr:** 2-64  
**Service Type:** 3/4" METER

	\$23.73
(\$23.73)	(\$23.73)
\$23.73	\$23.73
(\$23.73)	(\$23.86)
\$23.86	\$23.73
(\$23.86)	(\$23.73)
\$23.73	\$23.73

100





WARD, DEBBIE  
2613 N. McALLISTER  
TEMPE, AZ. 85281

Meter ID / Account Nbr: 2313

Service Addr: 2-62

Service Type: 3/4" METER

I	4/2/2004	670600	677170	6570	\$51.49	\$0.00	\$0.03	\$0.00	\$54.92
						\$0.00	\$0.00		
						\$0.00	\$3.40		
P	4/27/2004				\$0.00		\$0.00		(\$54.92)
						\$0.00	\$0.00		
						\$0.00	\$0.00		
I	5/3/2004	677170	681090	3920	\$37.58	\$0.00	\$0.02	\$0.00	\$40.08
						\$0.00	\$0.00		
						\$0.00	\$2.48		
P	5/24/2004				\$0.00		\$0.00		(\$40.08)
						\$0.00	\$0.00		
						\$0.00	\$0.00		
I	6/7/2004	681090	704040	22950	\$148.98	\$0.00	\$0.97	\$0.00	\$159.78
						\$0.00	\$0.00		
						\$0.00	\$9.83		
I	7/8/2004	704040	710690	6650	\$51.91	\$0.00	\$0.03	\$0.00	\$55.37
						\$0.00	\$0.00		
						\$0.00	\$3.43		
P	7/14/2004				\$0.00		\$0.00		(\$215.15)
						\$0.00	\$0.00		
						\$0.00	\$0.00		
I	8/5/2004	710690	715960	5270	\$44.66	\$0.00	\$0.03	\$0.00	\$47.64
						\$0.00	\$0.00		
						\$0.00	\$2.95		
P	8/17/2004				\$0.00		\$0.00		(\$47.64)
							\$0.00		
						\$0.00	\$0.00		